

# Standard Operating Practice – ECU Financial Services A/P

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## Greenphire Exceptions

Authority: Financial Services

History: First Issued: 08/20/2020  
Last Revised: 08/04/2022

Related Policy:

Additional References: [Greenphire Exception Request](#)

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1. Purpose: The purpose of this Standard Operating Procedure is to outline the process of requesting a Greenphire exception for study participant payments.
2. Security Access Needed:
3. Procedures:

Effective 9/1/2020 Greenphire Research Participant Payment System will be the required system for making study participant payments for existing and new studies. ECU's Financial Services has made the decision that any payment to a research participant of more than \$50, or if the participant is to receive more than one payment (regardless of dollar amount of payment), the Greenphire system should be used. Total individual payments between \$50 and \$99.99 do not require a social security number. If participant is to receive payment(s) for \$100 or more, a social security number should be obtained. One-time participant payment of less than \$50 in a calendar year are not required to use Greenphire as their payment solution but it is available to use if the study wants to use it.


Greenphire can accommodate any amount of participant payments, no matter how small or large.

There are times however where the Greenphire system may not be the most appropriate method of payment (ex: one-time incentive payment less than \$50 or payments for which the research protocol, costs or technical issues preclude the use of Greenphire). Before participant payments can be made using any method other than Greenphire, the study would have to ask the Division of Research and Grants (REDE) for an exemption from using Greenphire.

Active studies, as of 9/1/2020, can continue to use their existing method of payment for participants until 8/31/2021. As of 9/1/2021, ALL studies are required to use Greenphire as their participant payment solution or obtain an approved exception from REDE.

To ask for an exception from using Greenphire for participant payments, the study needs to submit a Team Dynamix ticket using the above link, Greenphire Exception Request. Below is the information needed to submit this request. (The items with a red asterisk are required)

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 **ECU** ENTERPRISE SERVICE MANAGEMENT SYSTEM

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## Greenphire Exceptions Database

For one-time incentive payment of \$50 or less to an individual in a calendar year or participant payments for which the research protocol costs, or technical issues preclude the use of Greenphire debit cards, you must enter your information into this Greenphire Exceptions Request site.

NOTE: If gift cards are your payment solution, before you purchase any cards, you must first obtain an approved Authorization for the Purchase of Gift Cards/Gift Certifications, Incentives, or Prizes form. This form and instructions can be found in the Guide to Materials Management on Materials Management's webpage.

**Requestor \***

**Additional Contact**

**Acct/Dept \***

**Description \***

**Name of Study \***

**PI's Name \***

**Amount per Payment \***

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Number of payments to be made to an individual in a calendar year \*

Start typing...

Justification for requesting the exception \*

Attachment ?

Browse... No file chosen

Request

The Greenphire Exception Request serves a dual purpose:

- (1) Process for seeking an exception from the Greenphire system
- (2) Obtain a link for the Online Participant Log

Once Division of Research and Grants approves an exception, a project-specific link is email to user. This link is used to record each participant payment.

The information needed on the exception log includes:

- Recipient's full name
- Recipient's address
- Recipient's phone number (if available)
- Recipient's email (if available)
- Amount of payment
- Date of payments(s)
- Recipient's SSN (for total payments over \$100 and/or the participant is in other studies)

There may also be times where the research participant should remain anonymous, even on these logs (possibly due to study protocol). In those cases, the study should work with the Division of Research and Grants to 'deidentify' these individuals. These will be handled on a case-by-case basis.

When a study has obtained an exception from REDE to pay participants via gift cards, the study will complete the Authorization for the Purchase of Gift Cards/Gift Certificates, Incentives, or Prizes form to obtain gift cards. A copy of REDE exception approval needs to be submitted with this form. (This form is approved one time and should be completed with information pertaining to the life of the study).

- Each time a department is paying for gift cards outright, purchasing via ProCard or reimbursing an employee who purchased gift cards after the fact, the department must attach the Authorization for the Purchase of Gift Cards/Gift Certifications, Incentives, or Prizes form and REDE's exception approval with each purchase/reimbursement request.
  - Each gift card purchase/reimbursement will require a certification by the study that the gift card purchase is within the quantity/cost on the approved

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Authorization for the Purchase of Gift Cards/Gift Certifications, Incentives, or Prizes form. This certification is on the Authorization for the Purchase of Gift Cards/Gift Certificates, Incentives, or Prizes form. See below example:

Please complete and scan/attach to the expense report in Chrome River the below certification each time gift cards are purchased/reimbursed  
I certify that the quantity and cost per unit/card purchased did not exceed this approved Authorization for the Purchase of Gift  
Cards/Gift Certificates, Incentives or Prize form.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date